

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Case Management Cymru Ltd
The provider was registered on:	31/07/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Case Management Cymru- West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Responsible Individual(s)	Victoria Richards
Manager(s)	Julie Smith, Emily Hillier
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Case Management Cymru - Western Bay	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Responsible Individual(s)	Victoria Richards
Manager(s)	Julie Smith, Emily Hillier
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Case Management Cymru - Cardiff	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Responsible Individual(s)	Victoria Richards
Manager(s)	Julie Smith, Emily Hillier
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Case Management Cymru - Cwm Taf	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Responsible Individual(s)	Victoria Richards
Manager(s)	Julie Smith, Emily Hillier
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Case Management Cymru - Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Responsible Individual(s)	Victoria Richards
Manager(s)	Julie Smith, Emily Hillier
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The training for our staff is highly individualised. We begin to plan the training programme for each client as soon as the need for paid care/support has been identified. The Case Manager, with support from the Registered Manager, completes a training needs matrix for each client, which meets mandatory requirements but also requires the CM to identify additional client specific training needs. For larger teams, the planning is undertaken by the Team Leader, and the training is delivered by a
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment in the care sector this year has continued to be challenging and we have worked hard to maximise the reach of our advertising using a recruiter to post the adverts on multiple job platforms as well as posting the roles in higher and further education establishments and Social Media. We also speak to the client regarding advertising opportunities in their local area. We review the pay rates with the fee payer regularly and take many factors into consideration including the length of

#### Service Profile

##### Service Details

Name of Service	Case Management Cymru - Cardiff
Telephone Number	01443805268
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None currently

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	16.64

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Robust Complaints procedure          Compliments Log          RI visits          Client Quality Questionnaire March 2023          Professionals Quality Questionnaire Aug 22          Personal Plan Reviews          Daily Care Records          Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family          Directly employed support workers who have built up a rapport with the client          Management Open Door policy          MDT meetings</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>No</p>
<p>British Sign Language (BSL)</p>	<p>Yes</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>On body signs</p>

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

In March 23, 95% of clients reported that they were 'Very Happy' that they were listened to, helped to make choices and to contribute to decisions that affected them.

From the very start our clients' input is facilitated and encouraged.

- They choose the Case Manager they feel is the best fit for them.

- The assessment process is in depth and time is invested to get to know the client and their preferences.

- We recruit individuals to work specifically with each client. We are therefore able to build a bespoke team and the client and family are involved at every stage of the recruitment process.

Our clients have direct access to their dedicated Case Manager who manages their rehabilitation and care needs from start to finish. Their level of involvement is led by the needs and wishes of the client and fluctuates in response to their changing needs.

To facilitate engagement with the client, our Case Managers offer flexibility in the regularity, method and timing of their contact with the client. They fully understand the difficulties our client's experience and are therefore able to adapt. This may include timing their visits, so the client's cognitive ability is at its best, using communication aides or simply adjusting the complexity of language and pace of the discussion.

We also work collaboratively with legal, medical and therapeutic professionals as well as voluntary, statutory and private services.

The multi-disciplinary team around each client are hand-picked by the case manager and the client.

The multi-disciplinary team are coordinated by the case manager and regular MDT meetings are held, to which the client and family are encouraged to attend. At these meetings, goals are set, monitored and adjusted.

It ensures that the team (including the care team) are working towards the same goals which have been identified in conjunction with the client. It also ensures that we are working to complement statutory services and that there is no duplication or gaps in services.

The staff that support our clients are highly effective:

- They are hand-picked to work with a specific client

- The induction and training they receive is highly individualised

- They have time to monitor and observe the client and to address any potential health or wellbeing issues

- They know the client well and are able to spot subtle changes

- They are well Supervised, supported and feel valued

- Staff retention is good

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

CMC ensures the client reaches their full potential encompassing their ongoing health, development and well-being. Again, this starts with matching the client with the team and the establishment of enduring, trusting relationships along with an understanding of the client's abilities, and aspirations.

The assessment covers every domain and is focused on positive outcomes and rehabilitation. This is supported by a care regime that is highly personalised and flexible.

Working with an MDT and having access to additional resources as required allows us to take a genuinely positive, can-do approach to risk taking. If the potential benefit to the client outweighs the potential risk and the mitigations are practical and reasonable then we will do it.

Many of our clients were still in education or employment when they sustained their injury and a desire to return to previous studies or employment is commonly expressed. For some this is achievable. For others, not. However, the case manager and therapists will support the client to set and work towards realistic goals that will enable them to reach their potential in this domain.

The team work with clients to help them recognise that many of the benefits of employment can be replicated by other means. Positive Psychology (PERMA) is a model often used to demonstrate this:

When the client is at the early stages of their recovery there is significant proactive input from a wide range of health and therapy professionals.

The Case Manager in their initial assessment and ongoing reviews will make recommendations as to what is needed and when, taking care not to overwhelm the client. The MDT is then hand-picked by the case manager and the client. As with the case manager, it is not only the skills and experience of the therapist that are important, but their approach, personality and ability to work as part of a team.

When a client is further down the road and the MDT is less involved, the governance that's in place, the regular contact with the case manager and the dedicated care team ensures the client's health and well-being is monitored closely, and action is taken to refer to the appropriate professional or service at the appropriate time.

The introduction of independent Rehabilitation Coaches means we can now provide support at the optimum time in the client's recovery and can tailor the support to assess the optimum amount of support required.

The extent to which people feel safe and protected from abuse and neglect.

CMC's approach to keeping clients safe from abuse, neglect and discrimination is bespoke.

The Case Manager undertakes an in-depth risk assessment with input from professionals and family. We then design and implement a care regime and support network that considers these areas, such as vulnerability in the community, isolation, low mood or physical risks such as falls or pressure sores.

Safeguarding is not simply about the protection of clients, but ensuring they are supported to access opportunities and to make choices. This again is core to the rehabilitative nature of our service where the aim is to return the person to the position they were in, or as near as possible to, before the injury occurred. Consistency of care and the establishment of positive, trusting relationships contribute substantially to safeguarding and our service offers this from both a case manager and support worker perspective.

Communication is vital in ensuring the client remains safe and their rights are respected. Communication needs are assessed and plans put in place often in conjunction with specialist therapists. Strategies and aides are used frequently, but barriers to communication may also be psychological. This is another instance where a long-term relationship pays dividends.

Our ability to retain good staff is not only effective in protecting clients but also contributes to our ability to take a positive approach to risk taking. The staff have an in-depth knowledge of the client and are able to provide accurate, current information regarding potential risks, benefits and mitigations.

Alongside the stringent governance that is in place, the regularity, frequency and quality of contact with the team means that subtle changes can be identified that may indicate the client is experiencing abuse or neglect and immediate action can be taken.

High quality, client specific training in communication, cognition, behaviour, Safeguarding and the Mental Capacity Act is another factor which has resulted in 95% of client's being 'Very Happy' with the support they received to maintain or increase their independence and that the right opportunities are made available to them.

The support workers understand that capacity is issue and time specific. They are encouraged to involve the client in each decision and to present the client with options which they are able to do successfully due to their knowledge of the client's communication means and the rapport between them

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

8

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

No

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0



Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	18
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	6
Safeguarding	16
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	4
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

## Service Details

Name of Service	Case Management Cymru - Cwm Taf
Telephone Number	01443805268
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

## Service Provision

## People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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## Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	17

## Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Robust Complaints procedure Compliments Log RI visits Client Quality Questionnaire March 2023 Professionals Quality Questionnaire Aug 22 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

## Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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- They choose the Case Manager they feel is the best fit for them.

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We also work collaboratively with legal, medical and therapeutic professionals as well as voluntary, statutory and private services.

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The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

14

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

No

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	22
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	6
Safeguarding	22
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicines Management 14
<p>Contractual Arrangements</p>	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	7
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Case Management Cymru - Gwent
Telephone Number	01443805268
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	none

### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	20

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Robust Complaints procedure Compliments Log RI visits Client Quality Questionnaire March 2023 Professionals Quality Questionnaire Aug 22 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No



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- The assessment process is in depth and time is invested to get to know the client and their preferences.

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The multi-disciplinary team are coordinated by the case manager and regular MDT meetings are held, to which the client and family are encouraged to attend. At these meetings, goals are set, monitored and adjusted.

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- They have time to monitor and observe the client and to address any potential health or wellbeing issues

- They know the client well and are able to spot subtle changes

- They are well Supervised, supported and feel valued

- Staff retention is good

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

CMC ensures the client reaches their full potential encompassing their ongoing health, development and well-being. Again, this starts with matching the client with the team and the establishment of enduring, trusting relationships along with an understanding of the client's abilities, and aspirations.

The assessment covers every domain and is focused on positive outcomes and rehabilitation. This is supported by a care regime that is highly personalised and flexible.

Working with an MDT and having access to additional resources as required allows us to take a genuinely positive, can-do approach to risk taking. If the potential benefit to the client outweighs the potential risk and the mitigations are practical and reasonable then we will do it.

Many of our clients were still in education or employment when they sustained their injury and a desire to return to previous studies or employment is commonly expressed. For some this is achievable. For others, not. However, the case manager and therapists will support the client to set and work towards realistic goals that will enable them to reach their potential in this domain.

The team work with clients to help them recognise that many of the benefits of employment can be replicated by other means.

Positive Psychology (PERMA) is a model often used to demonstrate this:

When the client is at the early stages of their recovery there is significant proactive input from a wide range of health and therapy professionals.

The Case Manager in their initial assessment and ongoing reviews will make recommendations as to what is needed and when, taking care not to overwhelm the client. The MDT is then hand-picked by the case manager and the client. As with the case manager, it is not only the skills and experience of the therapist that are important, but their approach, personality and ability to work as part of a team.

When a client is further down the road and the MDT is less involved, the governance that's in place, the regular contact with the case manager and the dedicated care team ensures the client's health and well-being is monitored closely, and action is taken to refer to the appropriate professional or service at the appropriate time.

The introduction of independent Rehabilitation Coaches means we can now provide support at the optimum time in the client's recovery and can tailor the support to assess the optimum amount of support required.

The extent to which people feel safe and protected from abuse and neglect.

CMC's approach to keeping clients safe from abuse, neglect and discrimination is bespoke.

The Case Manager undertakes an in-depth risk assessment with input from professionals and family. We then design and implement a care regime and support network that considers these areas, such as vulnerability in the community, isolation, low mood or physical risks such as falls or pressure sores.

Safeguarding is not simply about the protection of clients, but ensuring they are supported to access opportunities and to make choices. This again is core to the rehabilitative nature of our service where the aim is to return the person to the position they were in, or as near as possible to, before the injury occurred. Consistency of care and the establishment of positive, trusting relationships contribute substantially to safeguarding and our service offers this from both a case manager and support worker perspective.

Communication is vital in ensuring the client remains safe and their rights are respected. Communication needs are assessed and plans put in place often in conjunction with specialist therapists. Strategies and aides are used frequently, but barriers to communication may also be psychological. This is another instance where a long-term relationship pays dividends.

Our ability to retain good staff is not only effective in protecting clients but also contributes to our ability to take a positive approach to risk taking. The staff have an in-depth knowledge of the client and are able to provide accurate, current information regarding potential risks, benefits and mitigations.

Alongside the stringent governance that is in place, the regularity, frequency and quality of contact with the team means that subtle changes can be identified that may indicate the client is experiencing abuse or neglect and immediate action can be taken.

High quality, client specific training in communication, cognition, behaviour, Safeguarding and the Mental Capacity Act is another factor which has resulted in 95% of client's being 'Very Happy' with the support they received to maintain or increase their independence and that the right opportunities are made available to them.

The support workers understand that capacity is issue and time specific. They are encouraged to involve the client in each decision and to present the client with options which they are able to do successfully due to their knowledge of the client's communication means and the rapport between them.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

14

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

No

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	15
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	18
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	13 Medicine Management
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Case Management Cymru - Western Bay
Telephone Number	01443805268
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	16.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Robust Complaints procedure Compliments Log RI visits Client Quality Questionnaire March 2023 Professionals Quality Questionnaire Aug 22 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

In March 23, 95% of clients reported that they were 'Very Happy' that they were listened to, helped to make choices and to contribute to decisions that affected them.

From the very start our clients' input is facilitated and encouraged.

- They choose the Case Manager they feel is the best fit for them.

- The assessment process is in depth and time is invested to get to know the client and their preferences.

- We recruit individuals to work specifically with each client. We are therefore able to build a bespoke team and the client and family are involved at every stage of the recruitment process.

Our clients have direct access to their dedicated Case Manager who manages their rehabilitation and care needs from start to finish. Their level of involvement is led by the needs and wishes of the client and fluctuates in response to their changing needs.

To facilitate engagement with the client, our Case Managers offer flexibility in the regularity, method and timing of their contact with the client. They fully understand the difficulties our client's experience and are therefore able to adapt. This may include timing their visits, so the client's cognitive ability is at its best, using communication aides or simply adjusting the complexity of language and pace of the discussion.

We also work collaboratively with legal, medical and therapeutic professionals as well as voluntary, statutory and private services.

The multi-disciplinary team around each client are hand-picked by the case manager and the client.

The multi-disciplinary team are coordinated by the case manager and regular MDT meetings are held, to which the client and family are encouraged to attend. At these meetings, goals are set, monitored and adjusted.

It ensures that the team (including the care team) are working towards the same goals which have been identified in conjunction with the client. It also ensures that we are working to complement statutory services and that there is no duplication or gaps in services.

The staff that support our clients are highly effective:

- They are hand-picked to work with a specific client

- The induction and training they receive is highly individualised

- They have time to monitor and observe the client and to address any potential health or wellbeing issues

- They know the client well and are able to spot subtle changes

- They are well Supervised, supported and feel valued

- Staff retention is good

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The support workers understand that capacity is issue and time specific. They are encouraged to involve the client in each decision and to present the client with options which they are able to do successfully due to their knowledge of the client's communication means and the rapport between them

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

7

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

No

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicines Management Stoma care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	13
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	8
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	5 Medicines Management Peg Care
<p>Contractual Arrangements</p>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	5
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Case Management Cymru- West Wales
Telephone Number	01443805268
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	19.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Robust Complaints procedure Compliments Log RI visits Client Quality Questionnaire March 2023 Professionals Quality Questionnaire Aug 22 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

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- They choose the Case Manager they feel is the best fit for them.

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The support workers understand that capacity is issue and time specific. They are encouraged to involve the client in each decision and to present the client with options which they are able to do successfully due to their knowledge of the client's communication means and the rapport between them.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

23

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

No

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicines Management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0



Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	31
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	23
Safeguarding	23
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicines Management Stoma Care Epilepsy
<p>Contractual Arrangements</p>	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	11
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	1
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

